Creating an Account and ID Proofing

Creating a HealthCare.gov Account

Create an account

Create an account to apply for Marketplace coverage.

If you already have an account, log in. If you're having trouble, don't create another account. Get help if you're having trouble logging into your account.

Select your state to get started.

Ohio ▾

First name | Last name

Your email address will also be your username when you log in.

Email address

Use: ✓ 8-20 characters   ✓ Upper & lowercase letters   ✓ Number(s)

Password

Retype password

Pick 3 questions that only you will be able to answer. If you forget your password, we'll ask you these questions to verify your identity.

Pick a question ▾

Type an answer

Pick a question ▾

Type an answer

Pick a question ▾

Type an answer

Creating a HealthCare.gov Account

☑ I understand and agree with the HealthCare.gov privacy policy.

The Marketplace will automatically send you email with important information, updates and reminders about Marketplace enrollment. You can opt out of these communications at any time. To do this, click on the "unsubscribe" link in the footer of any Marketplace email.

CREATE ACCOUNT

I ALREADY HAVE AN ACCOUNT

Check your email

We sent you an email. Click the link in the email to verify your email address.

Then, log in with this username: **assufagej-6030@yopmail.com**.

Starting an Application on HealthCare.gov

KHBE
Kentucky Health Benefit Exchange

ID Proofing

Verify your identity & contact information

Tell us about yourself. Use your complete name as it appears on your legal documents (like your driver's license or Social Security card). Why do I need to verify my identity? ❓

| SUSAN | Middle | GRIFFITH | Suffix ▾ |

Phone number

Date of birth

| 333-333-3333 | Home ▾ | 01/01/1982 |

| 123 Main St | Apt./Ste. # |

| Honolulu | Hawaii ▾ | 96813 |

Social Security Number (SSN) ❓

| XXX-XX-XXXX |

CONTINUE

ID Proofing

⚠ Your identity couldn't be verified. Please review your information, and try again.

Verify your identity & contact information

Tell us about yourself. Use your complete name as it appears on your legal documents (like your driver's license or Social Security card). Why do I need to verify my identity? ❓

SUSAN	Middle	GRIFFITH	Suffix ▾

Phone number

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333-333-3333	Home ▾	01/01/1982

123 Main St		Apt./Ste. #

Honolulu	Hawaii ▾	96813

Social Security Number (SSN) ❓

XXX-XX-XXXX

RESUBMIT

ID Proofing

Verification assistance

We weren't able to verify your identity. Click "Continue" to try to verify your identity a different way.

CONTINUE

ID Proofing

Call the Experian help desk using the code shown on the screen

After speaking with Experian, click "I have verified my identity over the phone". Re-enter core information.
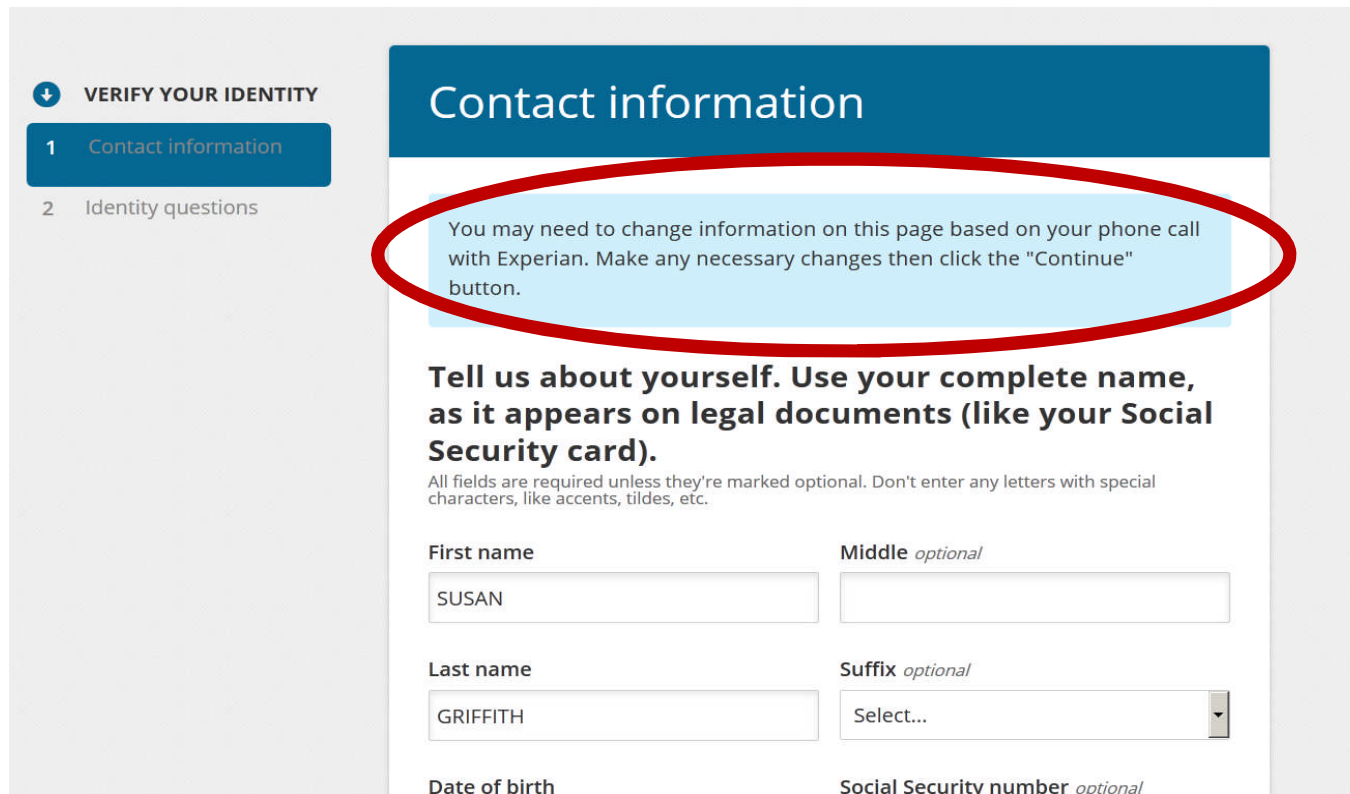
ID Proofing

What information is needed to verify identity through ID Proofing?

• Addresses of current and past places you lived

• Names of current and past counties you lived in

• **Auto ownership:** details of the car, like the license plate number

• Names of current and past employers

• **Credit cards:** name of the lenders, and year and month the accounts were opened

• **Mortgages:** name of the lenders, amount of mortgage, and the term (the number of months or years) of the loan

• **Loans (including auto, student, or home equity loans):** name of the lender, amount of the loan, and the term of the loan

ID Proofing

After speaking with Experian, click "I have verified my identity over the phone". Re-enter core information.

ID Proofing

ID Proofing

In this example, the resubmission fails. Click "Resubmit information"

ID Proofing

ID Proofing

Your identity wasn't verified.

You won't be able to submit your application for health coverage until your identity is verified.
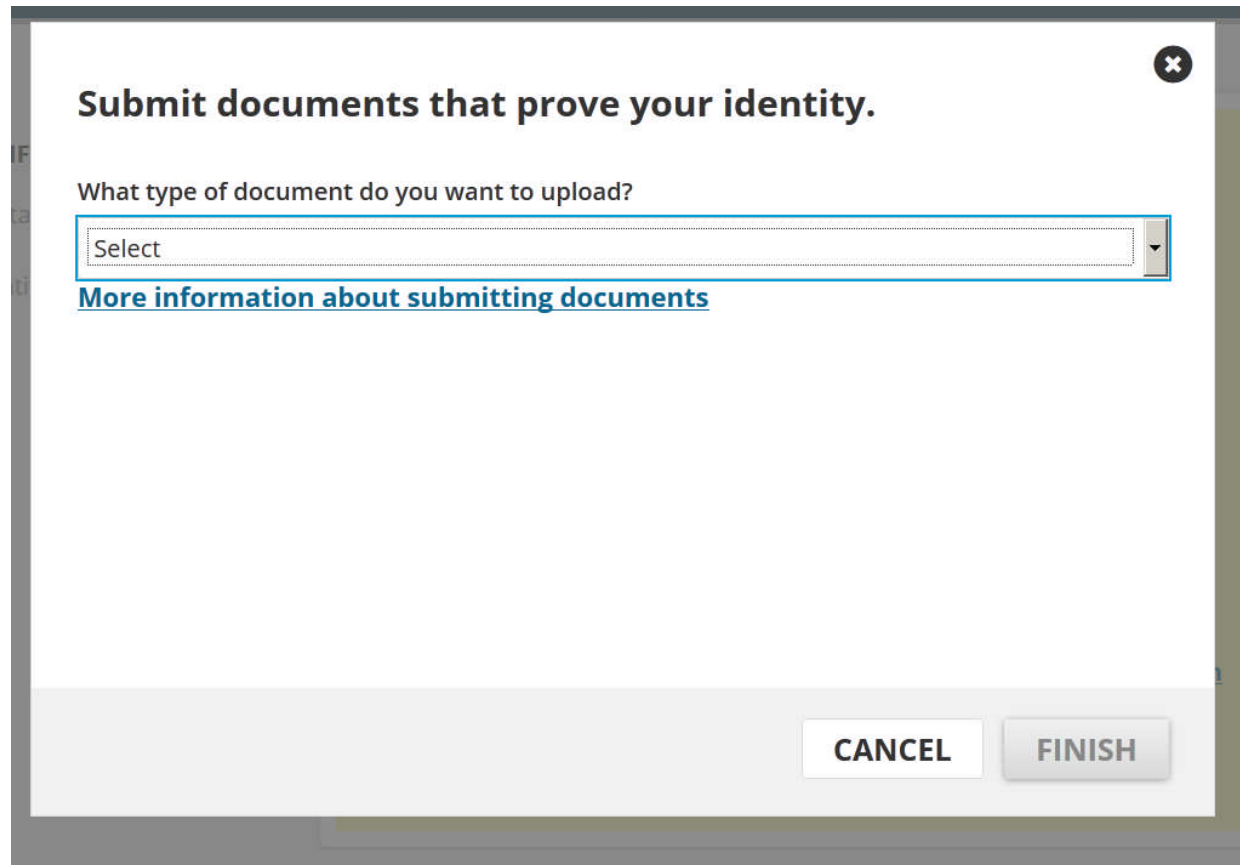
Submit documents that prove your identity.

Once you upload your documents, they'll be reviewed. The results of your identity verification will be emailed to you at assufagej-6030@yopmail.com.

UPLOAD DOCUMENTS

If you aren't able to upload your documents now, **click here to return to My Profile.**

ID Proofing

ID Proofing

Documents to verify identity

- Driver's license issued by state or territory
- School identification card
- Voter registration card
- U.S. military draft card or draft record
- Identification card issued by the federal, state, or local government
- U.S. passport or U.S. passport card
- Certificate of Naturalization (Form N-550 or N-570) or Certificate of U.S. Citizenship (Form N-560 or N-561)
- Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- Employment Authorization Document that contains a photograph (Form I-766)
- Military dependent's identification card
- Native American tribal document
- U.S. Coast Guard Merchant Mariner card
- Foreign passport, or identification card issued by a foreign embassy or consulate that contains a photograph

ID Proofing

If you can't provide a copy of one of the documents just listed, you can submit copies of 2 of these documents:

Birth certificate
Social Security card
Marriage certificate
Divorce decree
Employer identification card
High school or college diploma (including high school equivalency diplomas)
Property deed or title

If document can't be scanned, you can upload a clear photo of it instead.

Don't use these characters in the name of the file that you upload: / \ : * ? " < > |.

Identity verification usually takes 7 to 10 days. After documents are processed, the status on consumer profile should change to "Identity verified."

ID Proofing

Submitting Documents through Mail

Health Insurance Marketplace
465 Industrial Blvd
London, KY 40750-0001•

- Send copies only. DO NOT send originals

- Include name, date of birth, and Social Security Number (SSN) with copies. Write this on each copy submitted.

- Documents are typically processed **within 7–10 business days after they are received, if not sooner**.

• Once document copies are processed, consumer will get a written notice about identity verification. If identity still isn't verified, may need to submit more information.

ID Proofing

What if documents were sent but the consumer hasn't gotten a notice about identity verification or they are having issues verifying identity?

Call the Marketplace Call Center at 1-800-318-2596 to ask for an update. TTY users should call 1-855-889-4325.

Even if it has been more than 90 days and there is a wait for issues to be resolved, consumers can still finish an application and enroll in coverage.

Complete and mail a paper application

> **Important:** Call Center representatives can tell if the Marketplace has received documents, but they won't have details about the status of the specific case, i.e. like whether the documents provided the necessary verification.
>
> **If the Call Center says the Marketplace HAS NOT received your documents:** Review your eligibility notice and reminder notices you've received to see which documents to send.

Thank you